

TRANSIT *future*

▶ *service plan*

Creston Valley

2021



Territorial Acknowledgement

We acknowledge with respect that BC Transit carries out its work on the traditional territories of indigenous nations throughout British Columbia.

Here in the Creston Valley we are located on the unceded traditional territory of the Yaqan Nukiy within the Ktunaxa Nations.

We are grateful to live, work, and play on their lands.



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01 Transit Vision

Transit is the preferred choice for residents and visitors, attracting customers through comfortable, safe, accessible and convenient service.

Transit Future Service Plan upholds community goals and objectives contained in Official Community Plans and works to strengthen the link between transportation and land-use in support of sustainable growth. The Plan also serves to inform any future local or regional transportation plans.

[Town of Creston Official Community Plan](#)

[Area A Official Community Plan](#)

[Area B Official Community Plan](#)

[Area C Official Community Plan](#)



Transportation and Land Use to reduce emissions and traffic noise



Coordinated approach to make transit the preferred choice



Transit-supportive land use policies



Development of transit to integrate with active modes



Transit links to villages, schools, medical services and appropriate facilities at transit stops

03 Shaping Your Transit Future

The role of the Transit Future Service Plan is to:

Build on existing planning and add service and infrastructure priorities for the community

Review what has changed for the community

Inform both the planning and operational activities

Drive a range of objectives and actions that will deliver a fit for purpose network across the community

Guide decision making to procure and deliver the desired network

Engage with the community



02 BC Transit Future Initiatives

Over the next five years Creston Valley will prepare for the electrification of their transit fleet, the better integration of their transit service with active modes of transportation and getting more riders into buses.

BC Transit's Strategic Plan provides the blue print for how we will facilitate the transformation and pursue our common vision of the future to create responsive and reliable services, improving integration with other mobility providers, introducing electronic fares, building more transit supportive infrastructure and transitioning to greener fleets.

For more information, please visit:

<https://www.bctransit.com/transforming-your-journey>

Low Carbon Fleet Program

<https://www.bctransit.com/low-carbon-fleet-program>

Digital On Demand

Electronic Fare Strategy

NextRide

BC Transit Development Referral Program

<https://www.bctransit.com/development-referral-program>

BC Transit Future Initiatives

Low Carbon Fleet Program

First deployment of electric buses will happen in the Victoria Regional Transit System in 2022.

BC Hydro will help determine the readiness of the electricity infrastructure to support electric fleets across the province.

BC Transit will work with the Ministry of Transportation and Infrastructure to refine the anticipated funding requirements, for buses and new operation and maintenance facilities.

Electronic Fare Strategy

Electronic fare will enable transit users to use smart phones and credit cards to pay fares quickly and easily as they board buses. BC Transit is working to not only improve rider convenience but also enable mobility partnerships and create new data collection opportunities. Systems will also accommodate a mix of fare products, including cash fares. The system will also be able to operate in areas with low-cell phone coverage/service.

Digital On Demand

Digital On Demand Transit uses technology to dynamically dispatch a bus, van or fleet of vehicles dictated by riders. BC Transit is currently completing a feasibility study to determine how and where digital on demand transit may be delivered in communities across BC. The feasibility study findings are expected to be shared in early 2022.

Next Ride

Real-time information providing door to door journey planning. Provides bus location information to customers via transit apps, enhances operations control and route information for the operator.

Development Referral Program

Local governments or developers can send any referrals and supporting information to BC Transit to review and provide comments to the local government or developer about how the proposal may effect current of future transit service and infrastructure and how the application or plan could be changed to better support current or future transit service and infrastructure.



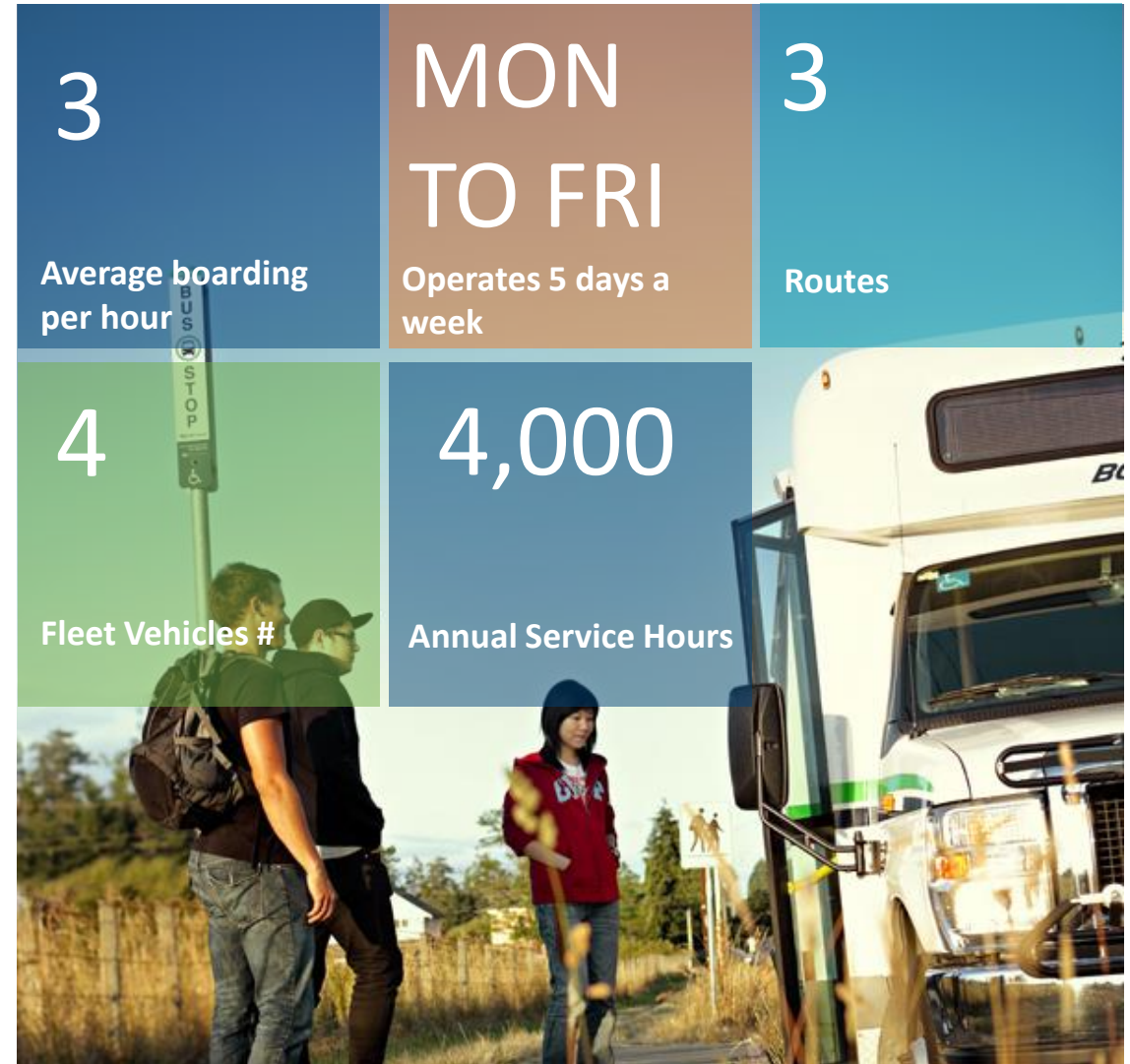
04 Transit Today

Creston Valley Transit Provides an Essential Service

The system is delivered through BC Transit's innovative cost sharing model and in coordination with the Regional District of Central Kootenay (RDCK). Fares, routes and service levels are determined by the RDCK based on expertise provided by BC Transit.

Recent Changes to the System include:

- Adding scheduled service the Creston & District Community Complex
- Transitioning West Creston route into by-request service



04 Transit Today

Creston Valley Transit Network

The Creston Valley Transit network is comprised of the following services:

Fixed Route:

- 1 Town Shuttle/Erickson*
- 4 Wynndel

Health Connections:

- 6 Creston – Cranbrook Connector, funded by Interior Health Authority

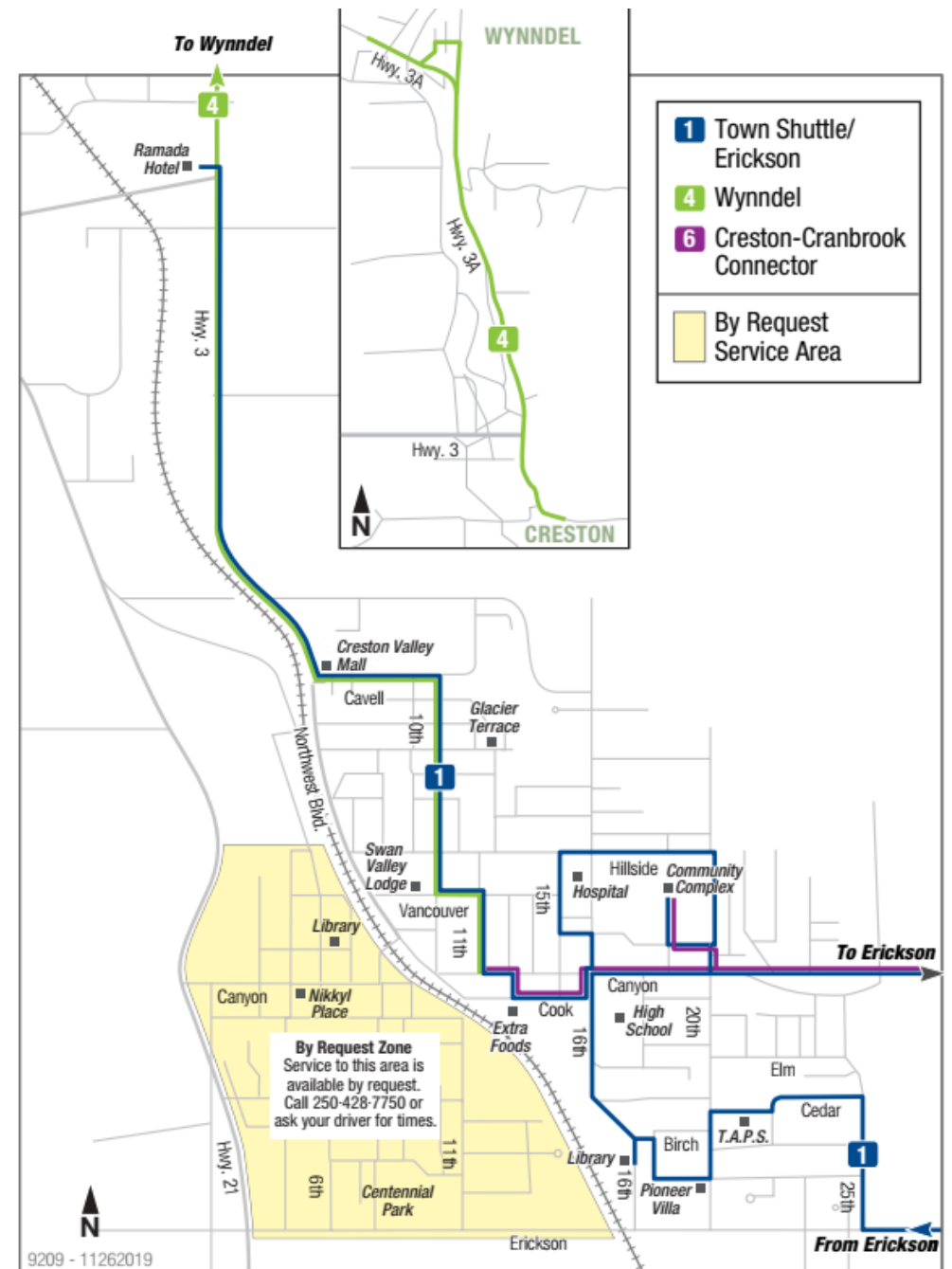
By-Request Service:

- Available Mondays (8:50-9:30 a.m., 3:10-3:45 p.m.) and Thursdays (8:00-9:30 a.m., 3:20-3:45 p.m.)

handyDART

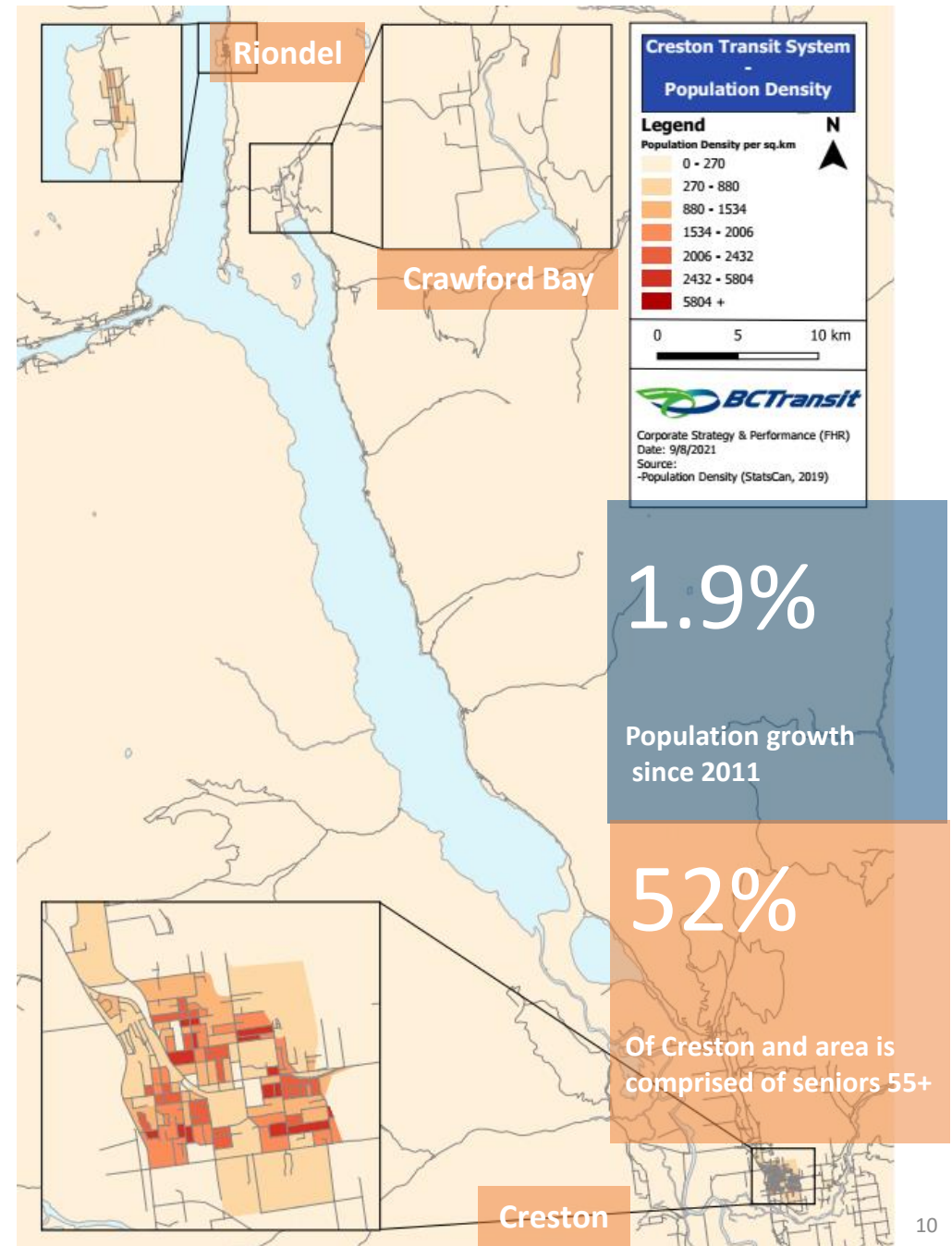
- Available Monday to Friday, 7:30 a.m. to 3:30 p.m.

*Route 1 also offers by-request service to the Centennial Park area on select trips



05 Transit Need

The population in the Creston Valley and surrounding areas (Areas A, B and C) increased from 2011 to 2016 by 1.9%. Over half of the population in the area is aged 55+. With senior populations continuing to increase in the area, providing access to services for this population will continue to be a priority.



06 System Performance

Ridership over the last five years has remained steady, until the pandemic resulted in reduced ridership in 2020.

Key Takeaways

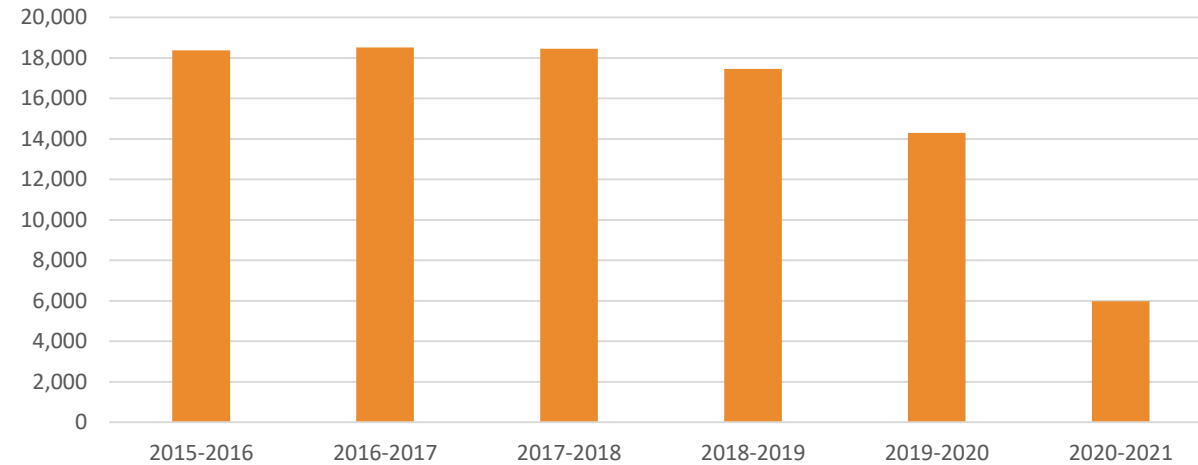
handyDART is working well to service a population that is unable to take fixed route transit.

Fixed route service provides an essential service in the community.

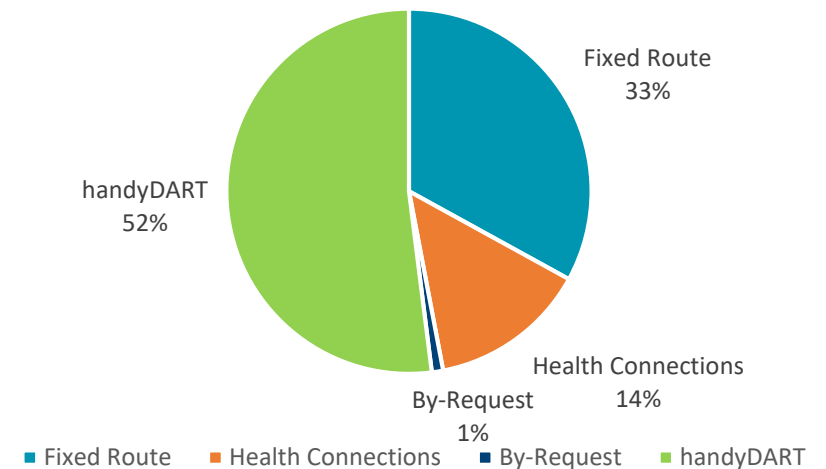
Health Connections provides a vital link to Cranbrook for those needing to access medical services.

By-Request Service has an opportunity to grow, by providing an additional flexible service that does not have eligibility requirements.

Total Annual Ridership



Percentage of Ridership by Service Type (2019-2020)



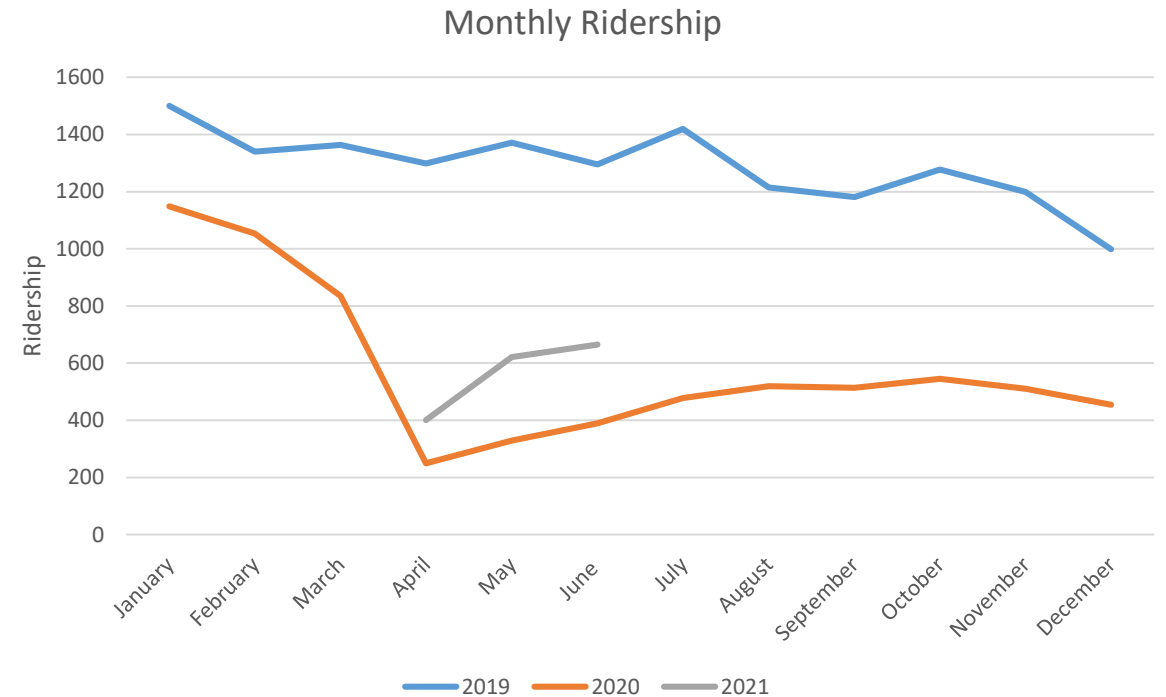
06 System Performance

COVID-19 Impacts

As expected, given the British Columbia's Public Health Officer's advice to limit non-essential travel, transit ridership in the Creston Valley was impacted. As with other transit systems across BC, ridership dropped significantly during March 2020, decreasing by 81% (comparing April 2020 to April 2019). Since then, ridership has slowly recovered, and as of June 2021 has recovered to 51% of August 2019 ridership.

Key Takeaways

- Ridership return has remained relatively steady, indicating that customers rely on transit as an essential service.



07 COVID-19 Response Plan

BC Transit's top priority is the safety of our passengers and operators.

Following the guidance of the Provincial Health Office and WorkSafeBC, and drawing on the best practices of the transit industry worldwide, BC Transit has implemented measures on our buses to respond to COVID-19, and have put a plan together to align with BC's Restart Plan. The key measures are summarized in Figure 1, but the full strategy and details can be found at <https://bctransit.com/COVID19>.

To support ridership return, the Province of British Columbia has provided restart funding to the Local Government sponsors to ensure the continued effective delivery of transit across your transit system.

The **Free Transit for Children 12 and Under Program** was introduced in September 2021 and will be instrumental in boosting ridership and rebuilding confidence in our post pandemic recovery. This program also aligns with BC Transit's commitment to delivering initiatives to drive new and effective measures to improve the transit experience. The program will help grow young ridership, create life-long transit users and further reduce congestion on our roads.



- Enhanced cleaning.** (Icon: A trash bin, a broom, and a cleaning spray bottle with a starburst effect.)
- Physical distancing awareness.** (Icon: Two stylized human figures with a double-headed arrow between them.)
- Face covering.** (Icon: A person's face with a hand covering the mouth and nose.)
- Enhanced red line.** (Icon: A sign that reads "PLEASE STAND BEHIND THE RED LINE" with a red vertical bar and a downward arrow.)
- Real-time updates.** (Icon: A hand holding a smartphone with a notification bubble on the screen.)
- Vinyl panels.** (Icon: A person standing next to a person sitting in a wheelchair, with a dashed rectangular area between them representing a vinyl panel.)

08 Engagement

How we Engaged with the community

As part of BC Transit’s commitment to public engagement, outreach was carried out to identify draft service priorities through workshops, conversations with key stakeholders.

Public engagement was launched online from April 6, 2021 to May 4, 2021. BC Transit also worked with the RDCK to deliver paper surveys in response to community feedback. Marketing to the community was facilitated through a variety of tools including a project website, posters, internal bus ads and social media advertisements.

30 per cent of those accessing the engagement website were “engaged”, meaning they contributed to a tool available on the website. This exceeds a best practice target of 12 per cent.



8 Key Stakeholder
Representatives



293 Total Comments



35 Pins Added to Map



214 Online Survey
Respondents

Stay engaged!

Check out the engagement summary and register for future updates
engage.bctransit.com/creston2021

08 Who we heard from

Key Findings:

- Though transit use stayed the same for some throughout the pandemic, 62% have used transit less since the onset of the COVID-19 pandemic
- Of those who use transit, 58% use Route 6 Creston-Cranbrook Connector
- Most transit riders use transit for shopping, errands, and medical appointments

33%

Live in Creston

24%

Live in Kootenay Bay,
Crawford Bay and
Riondel

37%

Use transit for
shopping and errands

35%

Use transit for
medical purposes

60%

Are age 60+

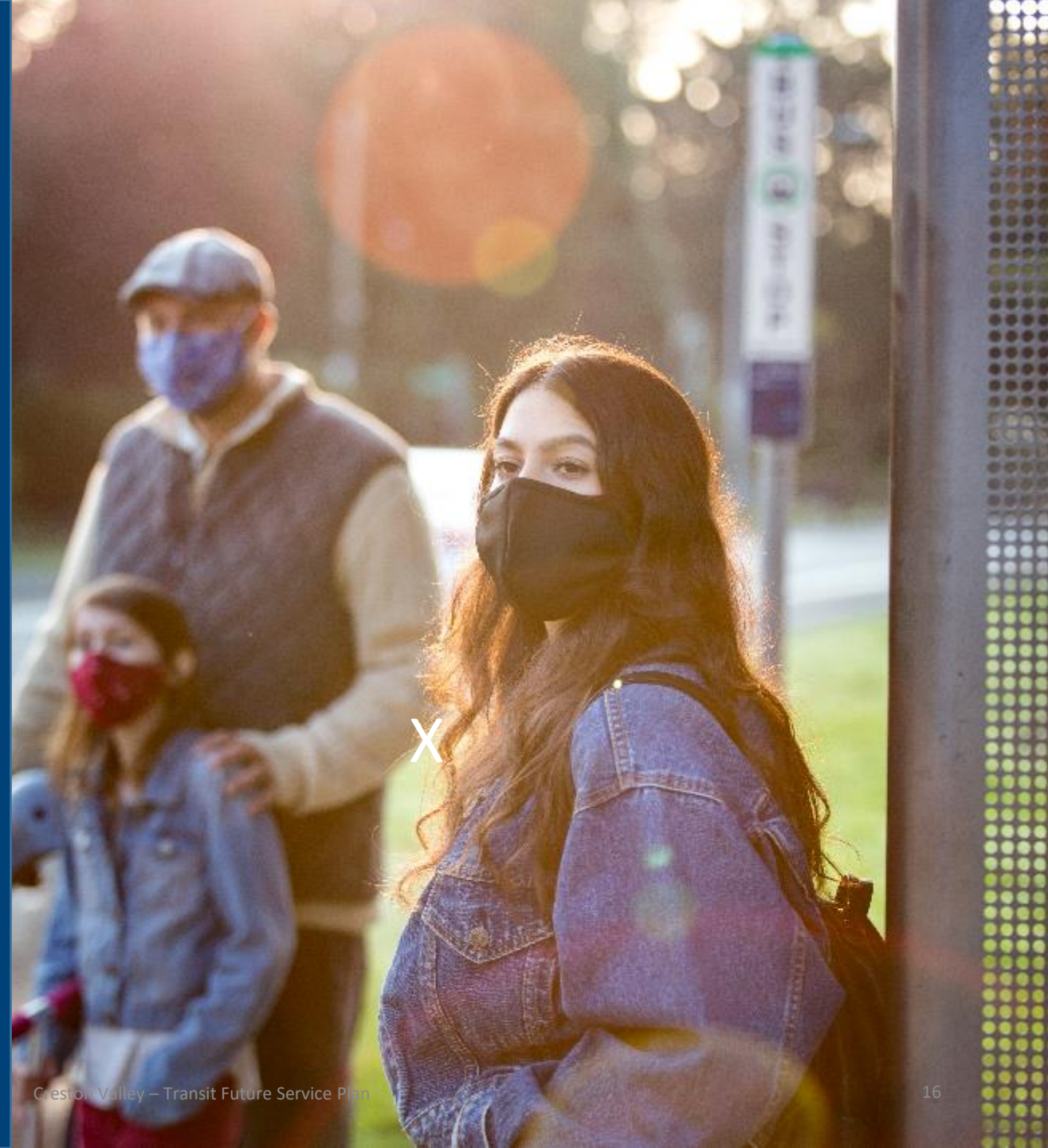
33%

Did not change
transit use during the
pandemic



08 What we heard

- Strong support for East Shore service
- Desire for more by-request service and information on how to use the service
- Health Connections to Cranbrook is important, and service should support connections to this route
- The availability of different services on different days creates confusion



09 Service Priorities 2022-2026

Priority	Description	Expansion Resources*
Introduce service between the East Shore and Creston	Introduce a new route that provides service between Riondel, Kootenay Bay, Crawford Bay and Creston on Thursdays to connect with route 6 Creston – Cranbrook Connector	700 service hours, 1 bus
Extend service span on 1 Town Shuttle/Erickson	Add 8:50 a.m. trip and 3:20 p.m. trip that currently operate Wednesdays only Monday through Friday	200 hours, 1 bus
Monday through Friday by-request service	Operate by-request service Monday through Friday, with a trip window in the morning 8:00 – 10:00 a.m. and trip window in the afternoon 2:00 – 4:00 p.m.	1,000 hours, 1 bus
Additional service days for route 4 Wynndel	Add service on Monday, Wednesday and Thursday (Friday service levels)	300 service hours, 1 bus

*vehicle resources are calculated separately for each priority, and may change as other priorities are implemented

East Shore/Creston

This proposal looks introduce service to the East Shore, including Crawford Bay, Kootenay Bay and Riondel. This new route would operate one day per week as an introductory service, on Thursdays, with 3 round trips per day. It would connect to route 6 Creston – Cranbrook connector, and would also provide additional service to Wynndel.

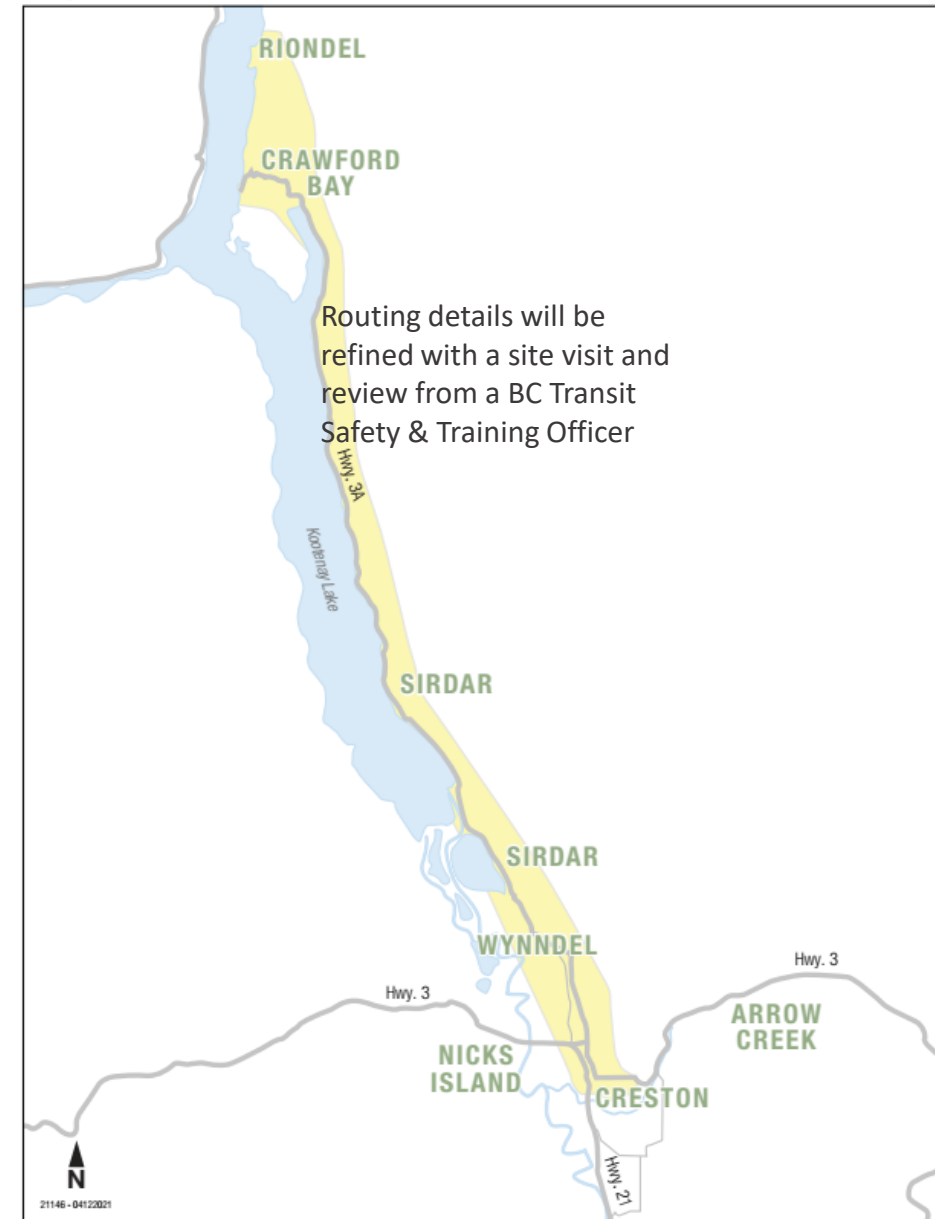
700

Annual service hours

1

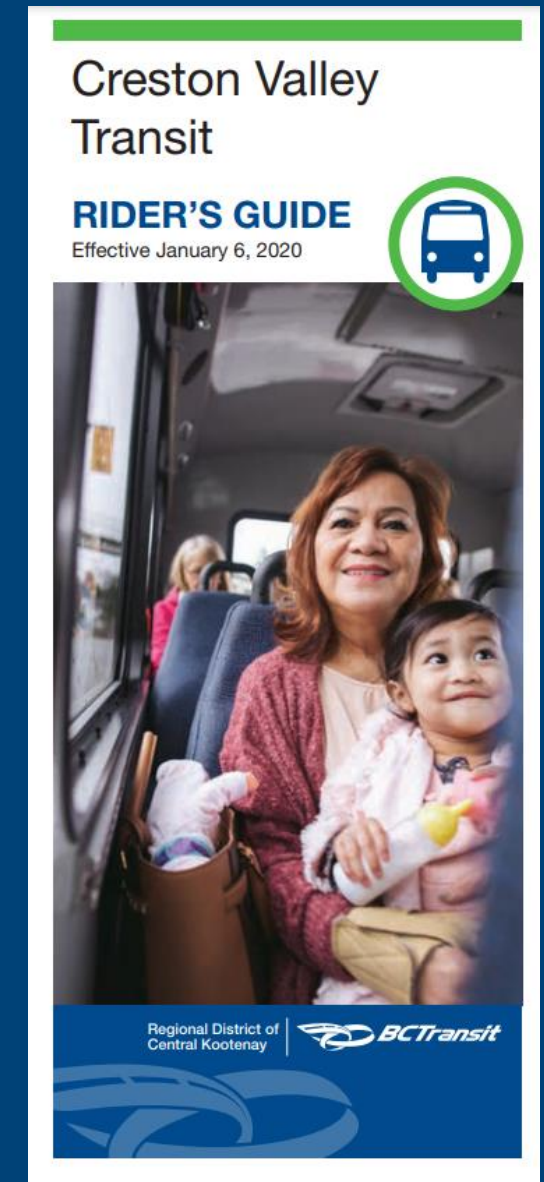
Light-duty vehicle

Proposed East Shore Service



10 Other Transit Priorities 2022-2026

Priority	Description	Resources / Partners
Improve information and promote the transit system	Add additional information in the Rider's Guide about by request service, promote travel training within the community	BC Transit, Regional District of Central Kootenay
Invest in bus stop infrastructure	<p>Improve accessibility, safety and provide additional amenities</p> <ul style="list-style-type: none"> • Seek investment in shelters through the BC Transit Shelter Program • Seek investment through RDCK capital planning • Minor betterments funding 	BC Transit, Regional District of Central Kootenay, Town of Creston, Ministry of Transportation and Infrastructure



11 Beyond 2026 Service Priorities

Priority	Description	Estimated Resources
Additional service day – East Shore/Creston	Add service on Tuesdays to connect with route 6 Creston – Cranbrook Connector	700 service hours
Earlier weekday service on 1 Town Shuttle/Erickson	Add an additional trip before 8:50 a.m.	200 service hours
Earlier weekday service on 4 Wynndel	Add 8:14 a.m. trip that currently operates Tuesdays only to all weekdays	100 service hours
Later weekday service on 4 Wynndel	Add 4:50 p.m. trip that currently operates Tuesdays only to all weekdays	100 service hours
Later weekday service on 1 Town Shuttle/Erickson	Add an additional trip to extend service span to approximately 5:00 p.m.	200 service hours

12 Custom Transit

Custom Transit

Custom transit is a very important component of the Creston Valley Transit System, providing 52% of ridership in 2019-2020.

As conventional services expand in the transit system, it is important to ensure that a similar service span is offered on the custom transit system.



13 Moving Forward

Monitoring + Implementation

Performance of the transit system is monitored on an annual basis, which is typical for transit systems of this size. Performance may be monitored more closely after a significant service change to evaluate the change.

Service improvements will be integrated into the Three Year Transit Improvement Process (TIP), which is updated on an annual basis. Infrastructure improvements will be incorporated into BC Transit's Capital Plan. Prior to implementation of service changes, BC Transit planning staff will work with staff at the Regional District of Central Kootenay to ensure service improvements appropriately reflect local needs. Additional targeted engagement may be conducted.



14 Acknowledgments

Thank you

The development of this Service Plan provides the planning overview for the development of the Creston Valley transit system.

This plan was made possible by participation from provincial and local governments, key stakeholders and the public. BC Transit would like to thank staff from:

- Regional District of Central Kootenay
- Arrow and Slokan Lakes Community Services
- NextGen Transit

